

## PATENT ABSTRACTS OF JAPAN

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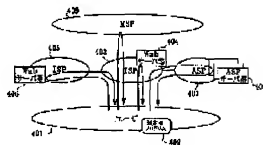
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(54) DETECTION OF SLA VIOLATION FOR SERVICE PROVIDER, AND METHOD AND SYSTEM FOR PROCESSING REFUND

(57) Abstract:

**PROBLEM TO BE SOLVED:** To provide a detection of SLA (Service Level Agreement) violation and refund processing method for a service provider capable of batch performing SLA jobs.

**SOLUTION:** The method includes a step for receiving a measured result about communications from a measurement process operating at a user terminal, a step for detecting SLA violation on the basis of the measured data, and a step for performing refund processing to a user on the basis of the contents of the SLA violation.



## LEGAL STATUS

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